



# City of Tempe

## TAX & LICENSE SPECIALIST II+

### JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	171	<i>FLSA Status:</i>	Non-Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$22.994712
<i>Supervision Level:</i>	Non-Supervisor	<i>Salary / Hourly Maximum:</i>	\$31.042788
<i>Employee Group:</i>	NSU	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Tax Auditor II+
<i>Drug Screen / Physical:</i>	N	<i>EEO4 Group:</i>	Technicians

### DISTINGUISHING CHARACTERISTICS

The Tax and License Specialist II+ is the full journey level class within the series. Employees within this class are distinguished from the Tax and License Specialist I+ by the performance of the full range of duties as assigned including more complex work assignments. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in these classes are flexibly staffed. Appointment to the Tax and License Specialist II+ level requires that the employee is satisfactorily performing the full range of duties assigned to the II level class and meets the minimum requirements for the class.

### REPORTING RELATIONSHIPS

Receives general supervision from the License or Collections Supervisor or from other supervisory or management staff.

### MINIMUM QUALIFICATIONS

<i>Experience:</i>	Two years of responsible experience in licensing compliance, tax compliance, and/or tax revenue collection experience, including public contact. One year of experience working with ADOR on tax collection activities and tax licensing programs.
<i>Education:</i>	Equivalent to an Associate's degree from an accredited college or university with major course work in accounting, auditing, economics, or degree related to the core functions of this position or equivalent work experience. A bachelor's degree is highly desirable.
<i>License / Certification:</i>	Must possess and maintain a valid driver's license.

### ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of office and field activities working with the Arizona Department of Revenue (ADOR) and other state jurisdictions and agencies to ensure tax and license compliance and to ensure compliance with all city codes.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Monitor records of tax payments based on city data and ADOR data and other receivables to determine and locate delinquencies and discrepancies; contact taxpayers in cooperation and under the auspices of ADOR and citizens who are delinquent to determine liability for amount owed; collaborate with ADOR to collect delinquent payments or make acceptable agreements for payments.
- Research and review a variety of source documents and data provided by ADOR to identify and license unlicensed business operators within the city and unreported privilege tax liabilities.
- Conduct field investigations of new businesses and construction contracting activity in collaboration with ADOR to ensure compliance with tax and license codes and for the collection and enforcement of the Tax code.
- In collaboration with ADOR, generate notices and letters regarding delinquencies and deficiencies in payment; file tax liens or claims with bankruptcy court for outstanding balances; act on business and personal information for the preparation, filing, and monitoring of bankruptcy claims.
- Post and remove Arizona notices of Department of Liquor License Control applications for liquor licenses in this City; investigate changes in liquor license status; assist in application processing; and gather information for prosecution of liquor law violations.
- Prepare and maintain a variety of statistical reports on research, collections, inspections, licensing, field and office activities; analyze reporting trends for collection determination in collaboration with ADOR and other jurisdictions and audit referrals.
- Contact taxpayers for collection of taxes and license fees in collaboration with ADOR as permitted by law; follow up on unreported tax liabilities through the preparation of estimated assessments; follow up on payment plans as established by ADOR.
- Review business listing as is available and other source documents for compliance with City ordinances; research payment histories of active and inactive accounts and establish accuracy of account balances.
- Conduct nationwide skip tracing to locate delinquent tax accounts as needed and in collaboration with ADOR; assist ADOR with skip tracing and revenue collection activities as permitted by law.
- Research and recommend goals and objectives for City's Taxpayer Education Program;

participate in City and State sponsored tax seminars, and other oral presentations to specific taxpayer groups upon request; and responsible for distributing taxpayer educational material other location.

- Coordinate licensing activities with audit activities and with the City Attorney's office; research and identify possible underreporting of taxes for referral to Tax Audit for issuance of formal audits; investigate business activity for audit or assessment purposes.
- Respond to requests for information from the public regarding waiver and refund request and reporting amendments and correction for tax periods prior to 2017; explain licensing, tax requirements, and taxpayer rights to the businesses and general public; assist taxpayers in the completion of required City and/or ADOR forms and applications; respond to urgent requests to investigate situations involving questionable taxable business practices.
- Develop and recommend modifications to the ADOR collection system.
- Attend special events meetings to coordinate that licensing of vendors.
- Other duties as assigned.
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

## COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective May 2003 (Combine Revenue Collector & License Inspector classifications)*

*Revised February 2011 (Driver's license requirement)*

*Revised May 2018 (job titled changed from Revenue Compl. Officer II, update min quals and job duties)*